



JOB DESCRIPTION

Role: Operations Team Leader
Reporting To: Head of Customer Operations
Location: Derby

Background Information

Griffin Internet is one of the longest established and fastest growing independent Internet Service Providers in the UK. The Customer Operations Department consists of the Technical Support and Operations Teams, and is responsible for delivering consistent, high quality support and service provision to Griffin's customers.

The Operations Team are responsible for the day to day support and maintenance of Griffin's customer facing and internal network and systems, escalations from the Technical Support Team and for working closely with both internal teams and customers to provision new services. The Operations Team are also involved in both the product and platform development process.

Primary Functions

- Task and workload management of the Operations Team.
- Manage the team's performance.
- To manage, investigate and resolve escalations.
- Day-to-day management of alarms, tickets and incidents within published SLAs.
- Manage incidents in line with the published incident management process.
- Ensure continual improvement in the Operations Team.
- Work closely with the Technical Support Team Leaders
- Own the capacity management process.
- Ensure that new services are delivered to agreed dates in-line with published targets.

Secondary Functions

- Deputise for the Head of Customer Operations when required.
- Provide input to the Head of Customer Operations for the personnel development process.
- Contribute to the hiring and selection process.
- Assist in training new staff when required.

The Candidate

- Will have a strong background in a technical environment, ideally with Service Provider or Managed Services specific experience.
- Will have excellent troubleshooting skills.
- Will have customer service experience.
- Will have a positive attitude.
- Will have a strong belief and experience of the fact that all problems have a solution.
- Will have an interest in people and their motivations.
- Will have strong interpersonal and communication skills.
- Will be flexible.
- Will be well organised and possess good planning and time management skills.
- Will be flexible to accommodate peaks in workload
- Working unsociable hours will be required from time to time, and at short notice.
- Working away from home will be required from time to time
- Will be calm and cool in crisis

This job description is a guide to the work that the post holder will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It is expected that the post description will be regularly reviewed by the post holder and his or her manager. These discussions will normally take place during the Performance Development Review. Where appropriate, an agreed amended job description will be produced.

January 2010

PERSON SPECIFICATION



Role: Operations Team Leader

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • IT Qualification. • Evidence of relevant continuous professional development. • Educated to A' Level or equivalent. 	<ul style="list-style-type: none"> • Educated to Degree level.
Experience	<ul style="list-style-type: none"> • Minimum of one years' experience in a Team Leadership role. • Must have proven track record in developing and improving processes and people. 	<ul style="list-style-type: none"> • Worked within a Service Provider or Managed Services environment.
Specialist Skills	<ul style="list-style-type: none"> • Exposure to mission critical IP environments. • Good knowledge of IP protocols and applications. • Good interpersonal and communication skills. • Excellent planning and organisation skills. 	<ul style="list-style-type: none"> • ITIL. • Budgeting experience.
Disposition	<ul style="list-style-type: none"> • Ability to work under pressure. • Customer focussed. • Calm in a crisis. • Ability to work on own initiative and take responsibility. • Responds positively to change. • Ability to learn new skills. • Good time management skills. • Good team worker. • Ability to deliver commitment to continuous improvement. • Professional attitude to work. • Ability to successfully manage conflicting priorities. 	
Circumstances	<ul style="list-style-type: none"> • Flexibility to accommodate peaks in workload • Working unsociable hours will be required from time to time, and at short notice. • Working away from home may be required from time to time. • Ability to take part in an "on-call" rota. 	